

Appendix 3

Complaints, Grievances, and Appeals Contacts

Member Complaints and Grievances Contacts

The following is contact information for registering consumer complaints and grievances with the Department of Health and Family Services and the Division of Hearings and Appeals.

Family Care Complaints and Grievances

Address: c/o Office of Strategic Finance
Area Administration Section
P.O. Box 7850
Madison, WI 53707-7850
Toll-free: (888) 203-8338
Fax: (608) 266-8278
E-mail: famcare@dhfs.state.wi.us

State Fair Hearings

Address: Department of Administration
Division of Hearings and Appeals
P.O. Box 7875
Madison, WI 53707-7875
Telephone: (608) 266-3096
Fax: (608) 264-9885

Provider Appeals Contacts

The following is contact information for registering provider appeals with the Care Management Organization (CMO) and the Department of Health and Family Services:

Care Management Organizations

Fond du Lac Care Management Organization

Address: Creative Care Options of Fond du Lac County
Attn: Maggie McCullough
50 North Portland Street
Fond du Lac, WI 54935
Telephone: (920) 906-5100

La Crosse Care Management Organization

Address: Human Services Department
Attn: Nancy Schmidt
300 North Fourth Street
La Crosse, WI 54601
Telephone: (608) 785-6059

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Milwaukee Care Management Organization

Address: Department on Aging
Attn: Mark Lucoff
Contract Administrator
235 West Galena Street
Suite 160
Milwaukee, WI 53212
Telephone: (414) 289-6586

Portage Care Management Organization

Address: Community Care Options of Portage County
Business Manager
817 Whiting Avenue
Stevens Point, WI 54481
Telephone: (715) 345-5968

Richland County Care Management Organization

Address: Aging and Disability Services of Richland County
Attn: Betty Broadbent, Provider Network Developer
221 West Seminary
Richland, WI 53581
Telephone: (608) 647-8821 extension 272

Department of Health and Family Services

Address: Family Care Contracts Supervisor
Center for Delivery Systems Development/Office of Strategic Financing
1 South Pinckney Street
Suite 340
Madison, WI 53701-1379
Telephone: (608) 261-7807